

Position Vacancy

U.S. Consulate Monterrey

Announcement



VACANCY ANNOUNCEMENT NUMBER: 16/19

OPEN TO: *All Interested Candidates / All Sources*

POSITION: *A31-242, Visa Clerk FSN-6*

OPENING DATE: *May 31, 2016*

CLOSING DATE: *June 13, 2016*

WORK HOURS: *Full-time, 40 hours/week*

SALARY: *Ordinarily Resident (OR): FSN-6 \$190,563.28 pesos per year (starting salary)*
*Not-Ordinarily Resident (NOR): FP-8**
**Final grade/step for NORs will be determined by Washington.*

ALL ORDINARILY RESIDENT (OR) APPLICANTS (*See Appendix A for definition*) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Mission in Mexico, Post Monterrey is seeking eligible and qualified applicants for the position of *Visa Clerk*.

BASIC FUNCTION OF POSITION

The employee must screen incoming documentation and information from a variety of sources (public counters, NVC, DHS, mail, phone calls, etc.) to organize and track visa requests according to a relatively complicated set of law and procedures so that the Consular Officer (or other Visa Adjudicating Official) can make decisions and ensure that the legal requirements of the application have been met. Procedures are standard and policies are clearly defined. Generally the employee receives work assignments and tasks according to a standard procedure, and then inputs relevant data into an established process.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. EDUCATION: Completion of Secondary School is required.

2. **EXPERIENCE:** Two years of experience in the Consular Area, or area related to customer service and/or work applying regulatory.

3. **LANGUAGE:** Level III (good working knowledge) oral and written in English is required. Level III (good working knowledge) oral and written in Spanish is required.

4. **SKILLS AND ABILITIES:** Level II (40 wpm) typing and basic mechanical skills in order to operate the photographic, biometric and/or fingerprint equipment are required. Good working knowledge of Microsoft software such as Word and Excel is required. Must have ability to deal and interact with the public. The ability to work in a high stress and high volume of productivity environment is required.

5. **JOB KNOWLEDGE:** The jobholder is required to have a basic understanding of USG policies only relating to the area of Consular-Visa operations, and is expected to have at least a basic understanding of host country (Mexico) policies only related to the area of immigration to the USA.

SELECTION PROCESS: When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA:

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. All Locally Employed (LE) Staff who have less than one year working in a position are not eligible to apply.
4. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
5. The candidate must be able to obtain and hold a *Security Certification*.
6. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

HOW TO APPLY: Applicants must submit the following documents to be considered:

- Universal Application for Employment (UAE) form.
<http://photos.state.gov/libraries/mexico/310329/hrmay13/DS-0174.pdf> plus

- Other documentation (e.g., copies of High School diploma, school transcripts, certificates, awards, essays) that addresses the qualification requirements of the position as listed in page 1.
- **NON-NATIVE ENGLISH SPEAKERS:** Must present a TOEIC or TOEFL taken within a minimum score of 650/540 respectively. Test score of English language exam is required from the following institutions: Instituto Mexicano Norteamericano de Relaciones Culturales de Monterrey AC (IMNRC) Hidalgo 768 Pte. Monterrey N.L. Tel. 8004-9090 ext.132; contact Lucila Gutierrez. (Test's fee is the applicant's responsibility).
- For Non-Native Spanish speakers: For Spanish test, applicants should contact Nancy Arzaga at extension 3202 on M-W-F from 4:00 to 5:00. Non-EFMs will be responsible for test fee.
- Copy of typing test score (test may be taken at typingtest.com).

IMPORTANT: Applicants claiming a U.S. Veteran's preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).

WHERE TO APPLY:

Human Resources Office at e-mail: permtr@state.gov (Please refer to position number in subject line of e-mail.) **i.e. A31-242, Visa Clerk FSN-6**

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A - DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term "child" shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**

- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- is subject to host country employment and tax laws.